

NCTA Operations Update

November 7, 2013



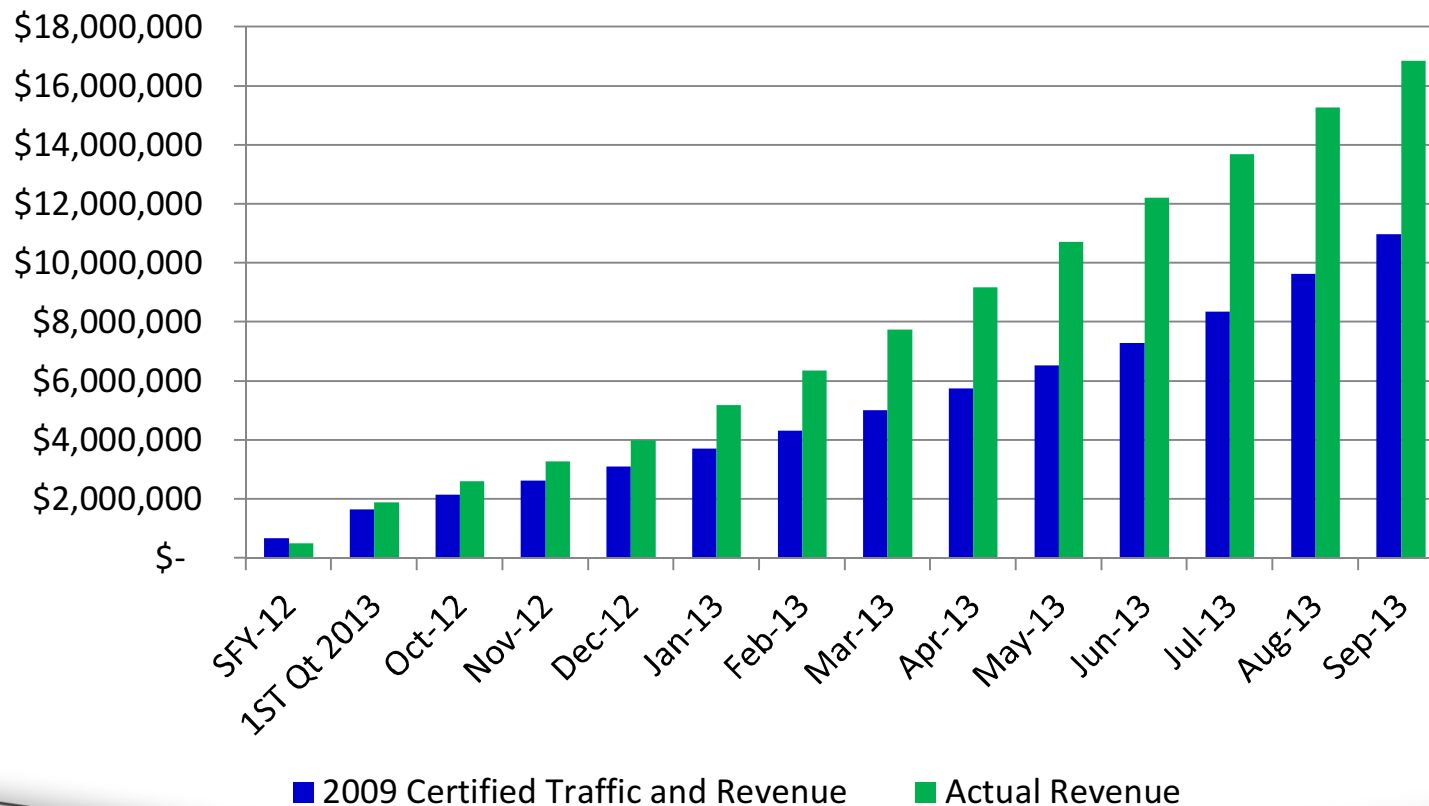
Presented by:
John Breedlove

Agenda

- Operations Update
 - Traffic and Revenue
 - Interoperability
 - Marketing
 - Customer Service
- Bond Covenant Requirements
 - Toll Rate Adjustments
 - Collections Process

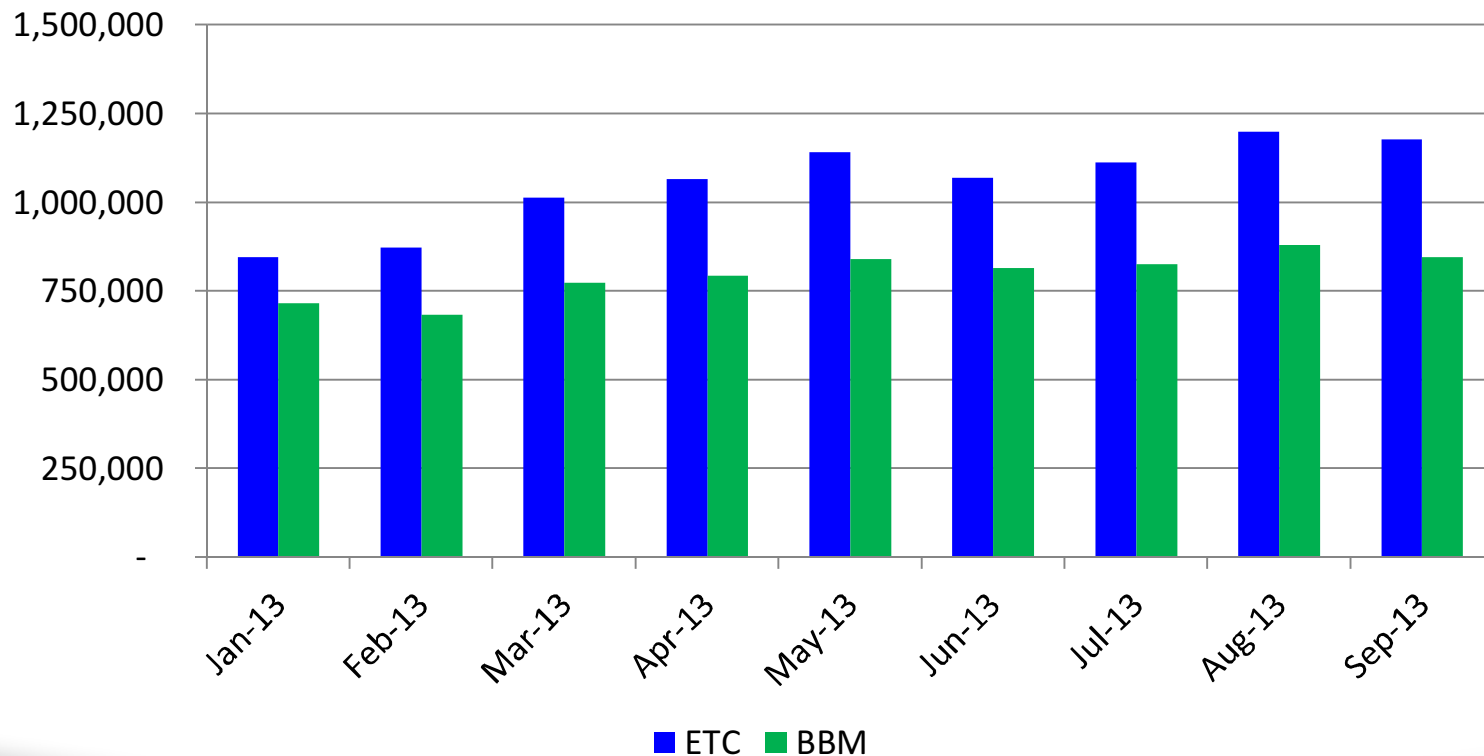
Traffic and Revenue

Continue to surpass traffic & revenue projections



Toll Transaction Types

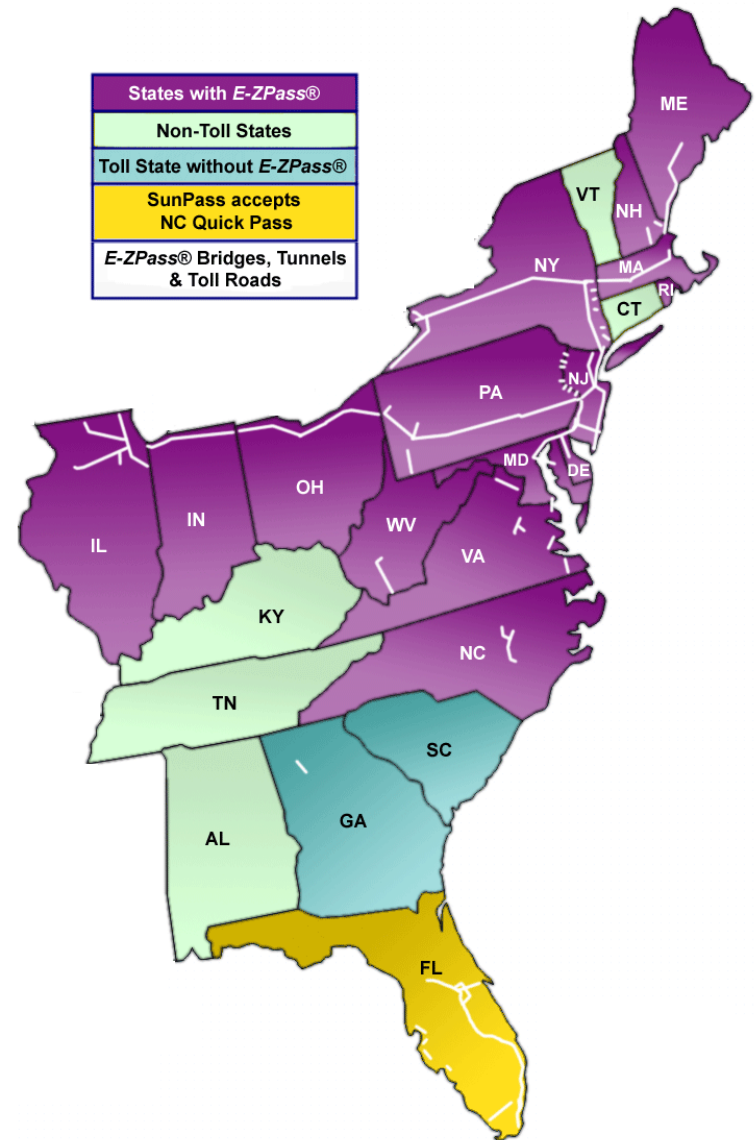
Steady gains – over 2 million transactions per month



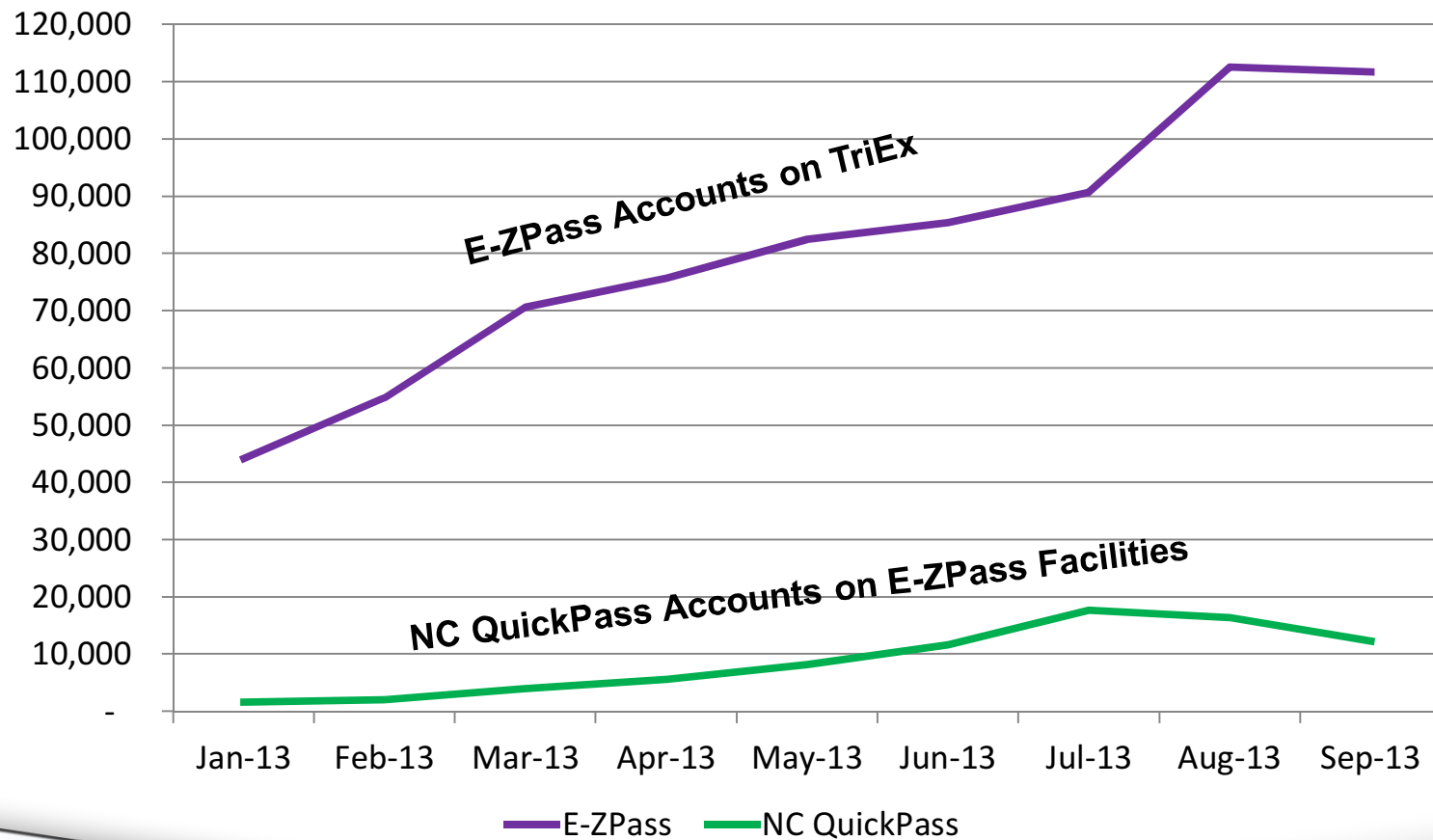
Interoperability

Largest interoperable footprint in the U.S.

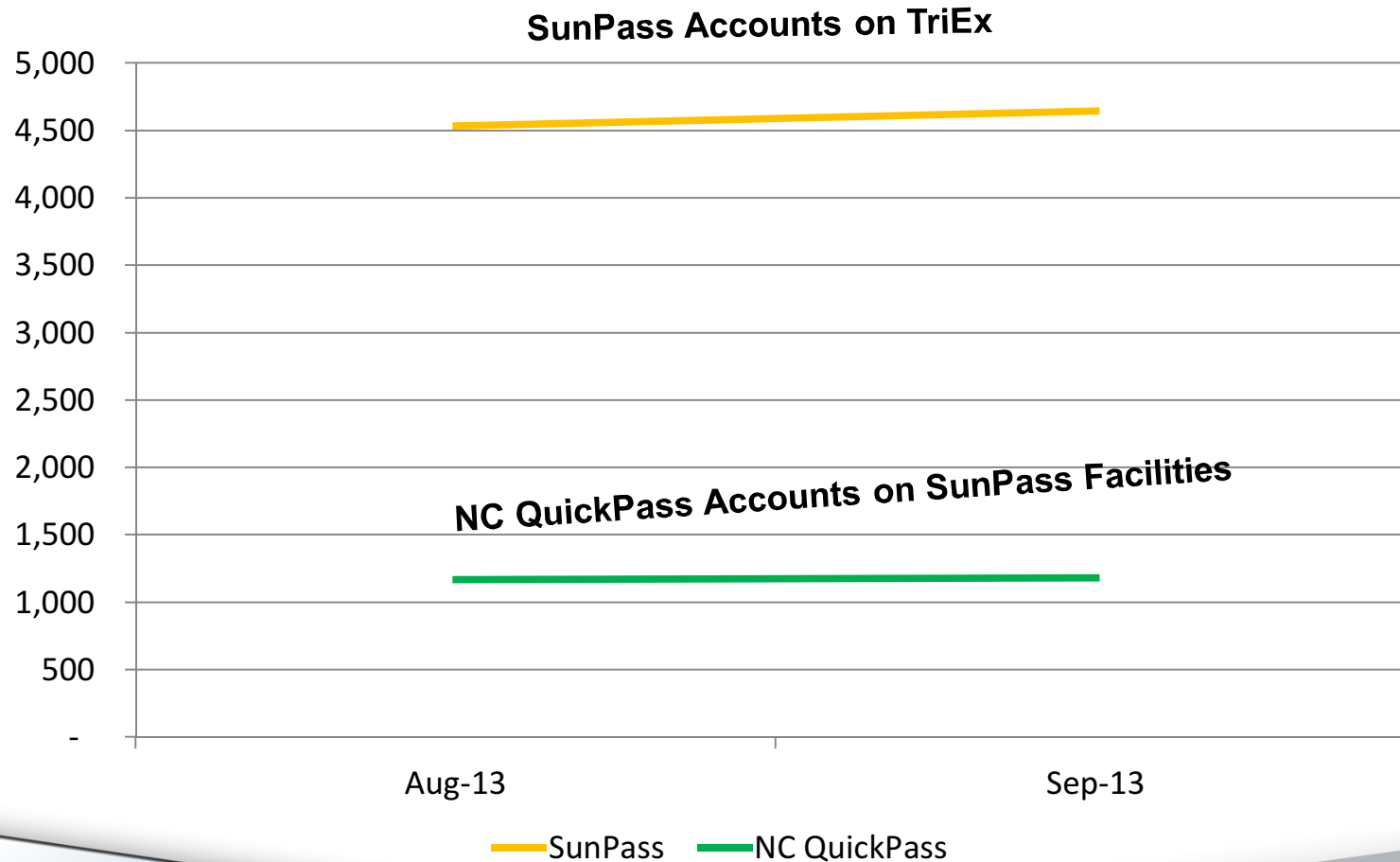
- 16 E-ZPass agencies
- 5 SunPass agencies



E-ZPass Transactions

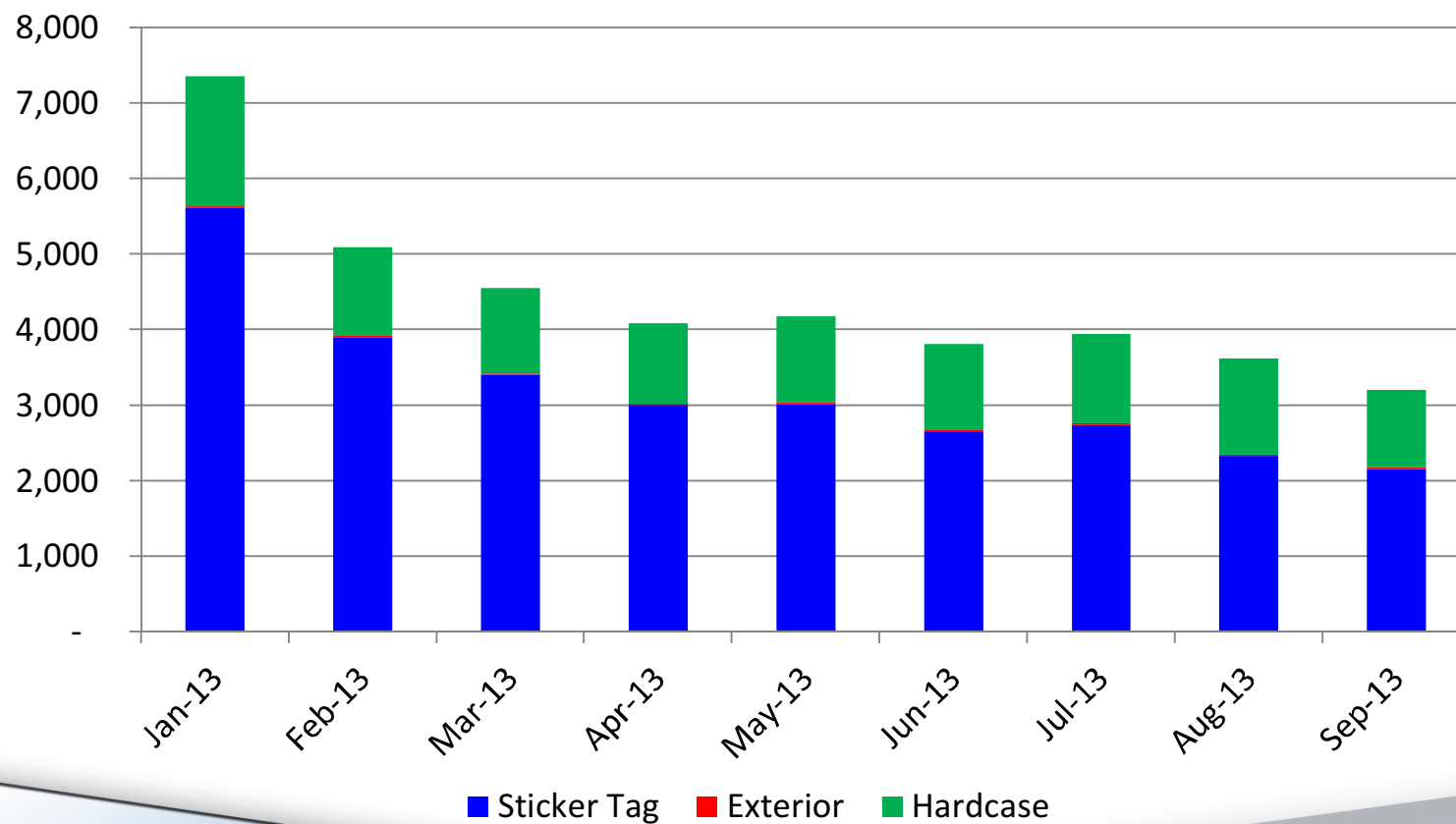


SunPass Transactions



Transponder Sale Volumes

Marketing opportunity to promote interoperability footprint & local ridership



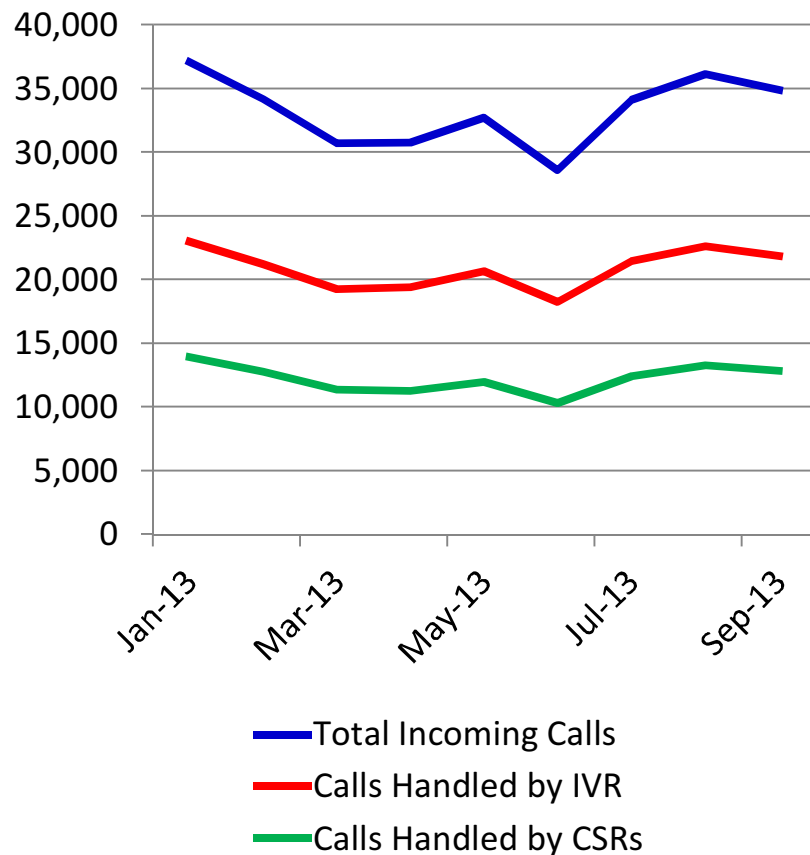
Marketing



Holiday Campaign

- Ride the Expressway
- Strengthen awareness
- Promote interoperability for holiday & business travelers
- Target: Age 25-54
- Tactics: Broadcast, Cable, Pandora, Digital

Call Center Metrics



Top 5 Customer Calls

- Make a payment 50%
- Bill-by-mail invoices 25%
- Transponder sale 10%
- Website question 10%
- BBM disputes 5%

Top 3 Escalations

- Fees & penalty disputes 60%
- BBM with incorrect license plate number 25%
- Did not receive first invoice 15%

Bond Covenant Requirements

Next steps

Toll Rate Adjustments

- NCTA Board adopted a schedule of annual toll rate increases based upon the financing requirements of the Triangle Expressway project
- NCTA Board passed resolution in June 2013 to delay and advance scheduled toll increases to synchronize toll rate adjustments across all phases of the Triangle Expressway
- **Synchronized toll rate adjustments on all phases are scheduled to occur annually beginning on January 1, 2014**

Toll Rate Adjustments



Transponders

- Tolling points increase between **\$0.01-\$0.04**



Bill-by-Mail

- Tolling points increase between **\$0.02-\$0.06**

Example: Complete trip (NC 147 at I-40 to NC 55 Bypass)

- One-way trip increases by **\$0.13**
- One-way trip increases by **\$0.18**

Toll Collections

- Required by bond official statement to enforce toll collections

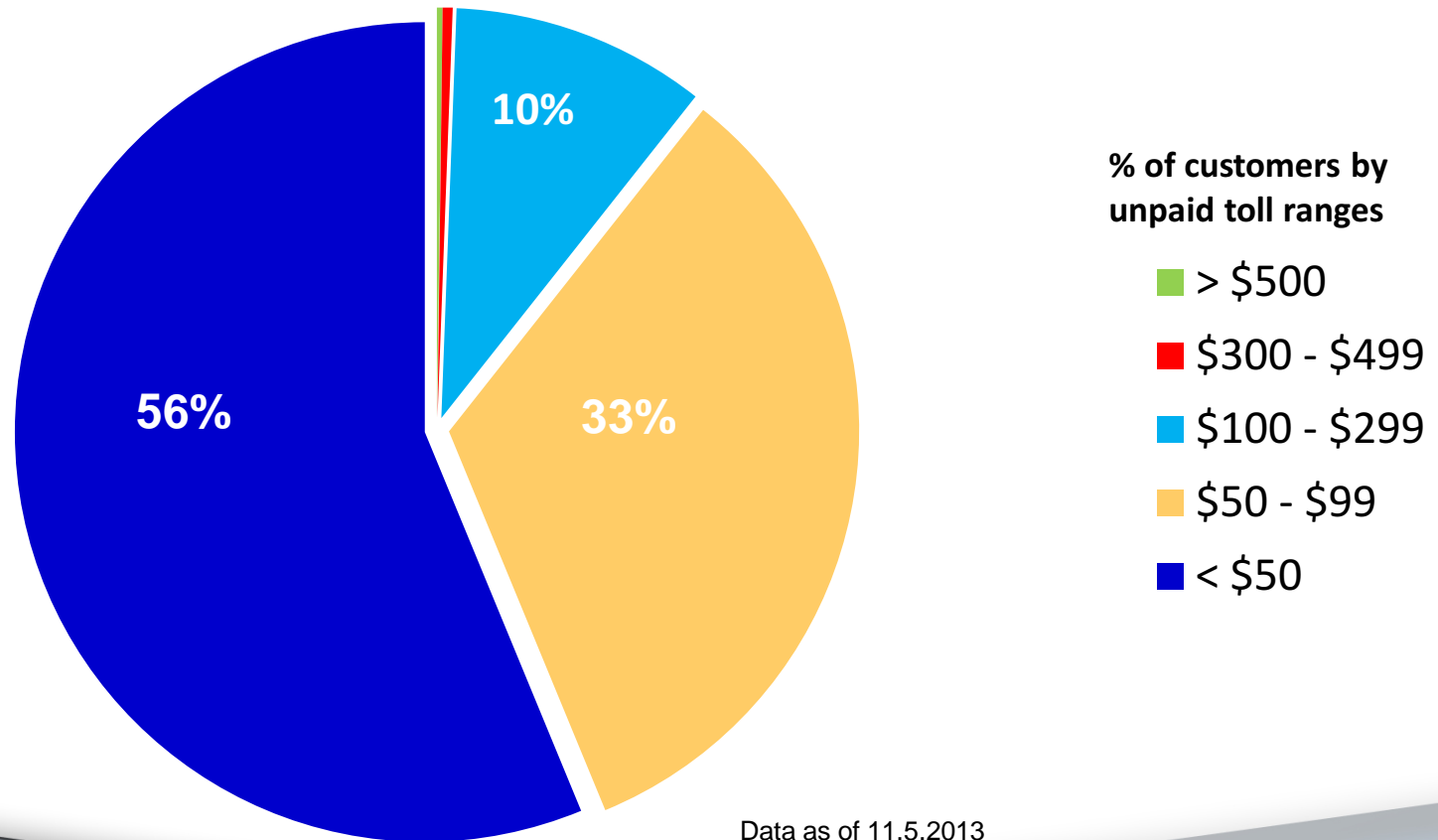
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Section 6: The Triangle Express Way System;
Toll Collection Enforcement (p. 29)

How much do people owe?

~4% of total customers have invoices past due.

Only 169 customers owe > \$500.



Toll Collections

*Over \$815K in unpaid tolls,
additional \$5.94 million in fees and penalties*

Customer Collection Categories	Total # Accounts	Total Balance	Balance >90 Days	Tolls	Processing Fees	Civil Penalties	NSF
> \$500	169	\$228,810	\$140,658	\$130,255	\$4,730	\$5,672	-
\$300 - \$499	322	\$186,348	\$120,523	\$100,274	\$9,355	\$10,894	-
\$100 - \$299	7,556	\$1,382,191	\$1,050,398	\$282,808	\$367,103	\$400,162	\$325
\$50 - \$99	24,313	\$2,530,279	\$1,875,258	\$164,272	\$806,334	\$904,341	\$311
<\$50	41,066	\$2,426,698	\$1,066,853	\$138,213	\$519,964	\$408,582	\$95
TOTAL	73,426	\$6,754,326	\$4,253,690	\$815,822	\$1,707,487	\$1,729,650	\$731

Collections Process – Phase 1



November 12, 2013
NC QuickPass to mail letter to all customer with delinquent account invoices

Letter targets:

- > \$500
- \$300 - \$499
- < \$299

*Exclude customers that have filed bankruptcy

January 31, 2014
Deadline for customers owing >\$500



February 1, 2014
DOJ to mail letters to >\$500 delinquent account invoices

Letter Two targets:

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



FASTPOINT



NORTH CAROLINA
Turnpike Authority

Collections Process – Phase 2



February 28, 2014
**Deadline for customers
owing \$300 - \$499**

March 1, 2014
\$300 - \$499
delinquent account
invoices

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



FIRSTPOINT



NORTH CAROLINA
Turnpike Authority

Collections Process – Phase 3



March 31, 2014
**Deadline for customers
owing < \$299**

April 1, 2014
>\$50 - \$299
delinquent account
invoices

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



FIRSTPOINT

Collections Maintenance



After April 1, 2014

Any delinquent account invoice (past 90 days) with an amount greater than \$50 will be automatically sent to collections and vehicle registration placed on hold.



After 6 months with no collection results
Department of Revenue will be contacted

Tax refunds could be garnished

Customer Support



- Initial mailing of 10,000 letters to gauge customer response



- Extend Customer Service Center Hours until 9pm and store front until 7pm through the end of the year



- Update Interactive Voice Response (IVR) to address potentially long hold times and direct customers to the web for payment

Questions